



Arizona WIC Program-Stage 4a Required Observations



REVIEWER: _____

DATE: _____

AGENCY: _____

SITE: _____

		Notes
CNW / Nutritionist (list)		
Participant Name/ID (list)		
Reviewed TGIF note and client file before meeting with client	0 1 2 3	
Invest in the Interaction		
Greeted Client/Introduced Self Explained purpose of the interview Asked permission to review and verify documents (if applicable)	0 1 2 3	
Assessment		
Utilizes critical thinking skills to gather, analyze, evaluate, and prioritize the appointment	0 1 2 3	
Nutrition Discussion		
Offers appropriate, relevant, and accurate counseling and advice	0 1 2 3	
Support Health Outcomes		
Encourages success by closing the conversation	0 1 2 3	
The nutrition discussion was appropriate to the client's cultural preferences and consideration to household situation, educational background		
Customer Service		
Staff logged out of HANDS or locked computer when leaving the workstation		
Confidentiality/privacy maintained		
Accommodations were made to provide services/forms in participant's preferred language/ focused on client when a translator was used (interpreter used appropriately)		
Staff focused on the client and not the computer		

Y = Complete, done correctly

N = Incorrectly done or not done

N/A = Not applicable

0* 1* 2* 3*

*See Scale Rubric for Arizona WIC appointments

Revised 03/18

Arizona WIC Program-Stage 4a Required Observations

Notes

How do you feel the appointment went?

What areas do you feel you do well on?

What might you do different next time?

What was the client educated on?



Y = Complete, done correctly

N = Incorrectly done or not done

N/A = Not applicable

0* 1* 2* 3*

*See Scale Rubric for Arizona WIC appointments

Revised 03/18